

## Maintenance Plans

Laser and Aesthetics are pleased to be able to offer the following services for laser, IPL and Aesthetic devices. Our team of dedicated and certified engineers have extensive service and maintenance experience and will ensure your system is operating to peak performance.

## Pricing

All Standard Service Agreements include:

- \* A pre-booked preventative maintenance service visit
- \* Unlimited telephone support
- \* Engineer travel & subsistence expenses (at laser and aesthetics discretion)

**Please note: Discounts available for multiple contracts at same address and multiple contracts at different addresses.**

### **Charge for a one off repair, service visit or Pre Assessment - £650.00 + VAT**

Price includes engineer time and travel costs on Great Britain mainland for a single visit:

- \* Excludes cost of parts
- \* Excludes return visits

### **Dual Annual Service Visit plan - Contract Price £1300 + VAT**

Standard Service Agreement Includes:

- \* 2 single preventative service visit 6 months apart
- \* Discounted Call-Out charge - £575 + VAT (out-of-contract call our fee is £650 + VAT + Parts)
- \* 5% discount on all parts.

## **Dual+ Annual Service Visit. Contract Price - £1850 +VAT**

Standard Service Agreement Includes:

- \* Two preventative service visits spaced 6 months apart,
- \* One call out charge,
- \* Discounted Call-Out charge - £575 + VAT (out-of-contract call our fee is £650 + VAT + Parts)
- \* 10% discount on all parts.

### **What is included in a service visit:**

Our Service visits are designed to be comprehensive, giving you the reassurance that your laser/ IPL system is working at peak performance.

### **Power Measurements:**

This is vitally important for an engineer to check the calibration periodically to identify any gradual variation of output that might occur over time. This can also point out potential problems before they arise.

### **Optics:**

Lasers & IPL's incorporate mirrors that reflect the laser beams and glass optics to focus the energy beam. These mirrors and optics can get dusty over time which may result in the drop off in the power of the system and cause low-power errors. In addition, the energy beam may cause that dust collection to become burnt onto the mirror or optics which would then need replacing.

Routine cleaning of these mirrors, lenses and optics will help prevent this from happening and reducing the need for expensive call-outs and replacement parts. Likewise, the engineer will clean and, replace if needed, the various dust filters built in to the system.

### **Beam Alignment:**

Beam alignment is a must anytime there has been adjustment to the mirrors or lens, or if the system has received any knocks. This is a specialist and very precise task and if not done correctly can cost thousands in repair costs.

### **Safety:**

Earthing, fuses and circuit breakers are essential safety features built in to every laser/IPL system for the protection of you, your staff and your patients. Likewise, it is essential that the "Emergency Stop" button, prominent on every system, is fully functional.

### **Water:**

Water runs through every laser and IPL as a cooling agent so it is vital that the water is clean, is the correct type of water and is filled to the correct level. Insufficient water can lead to water pump failure and machine overheating which could then lead to further machine damage.

### **Cooling Fan:**

The cooling fan also needs to be checked and cleaned to ensure it is running at the correct speed for optimum performance.

### **Hand-piece and Applicators:**

The complexity of hand-pieces and Applicators depend on the system being serviced, and so need varying degrees of maintenance, but in general any lenses need cleaning, to avoid any dirt or debris that can build up and damage the lens and the structural integrity needs to be checked.

### **Protective eyewear:**

Laser safety glasses are vitally important and need regular checks to ensure they fit correctly and do not have scratches which would reduce their effectiveness.

### **What is not included in a maintenance service Agreement**

In a similar fashion to Warranty agreements, accidental damage to the system, fibers, Cables, hand-pieces and applicators is not covered by our service agreement, nor damage as a result of operating the equipment outside of normal treatment parameters or in a method not prescribed with in the equipment literature.

Deliberate misuse, and damage caused by fire, theft flood or 'acts-of-God' are likewise excluded, as is damage as a result of moving the laser to a new location. (Always have a laser engineer relocate your system so that it can be calibrated and aligned after the move).